![Care to Translate logo]

Case study

SAFE, COMPLIANT COMMUNICATION IN MUNICIPAL CARE

Borås kommun ● Municipal care

The problem

Several units in Borås Stad supported residents who did not speak Swedish, leading staff to rely on non-compliant tools like Google Translate and ChatGPT. This created safety risks, GDPR concerns, and inefficient workarounds such as using body language or relatives to translate. With staff needing to communicate regardless, the municipality urgently needed a safe, compliant, and fast solution that could be implemented without heavy administration or lengthy procurement.

How they use the app

When the need became clear, Borås Stad acted quickly. Within a week, four superusers were onboarded and ready to lead the rollout.

"It didn't take more than a week before we had onboarded four superusers – and then they were on track." says Andreas Plotzki, ICT Coordinator. "All I had to do was send over a few email addresses – Care to Translate took care of the rest."

Superusers created tailored phrase lists for residents speaking Arabic and Chinese, enabling safe communication in daily care, safety-critical situations, handovers, and explanations to residents and families. The app also supported multilingual staff in learning Swedish care terminology, improving inclusion and contributing to a calmer, more flexible work environment.

The result

The introduction of Care to Translate increased safety by replacing uncontrolled tools with quality-assured translations, reducing misunderstandings in daily care. Staff also saved time by eliminating workarounds, leading to faster routines, smoother communication, and more confident teams.

At the same time, the municipality lowered risk and costs by avoiding GDPR exposure and safety incidents linked to open AI tools, while improving inclusion for multilingual staff. As interest quickly spread beyond the initial pilot, Andreas' advice was clear:

"Don't be afraid to try it. Download the app on a few phones and let the staff test it."

Read the whole case study here

www.caretotranslate.com